

Consumer Services Department — FY2009



Calls and Complaints Handled:

Calls Handled in FY 2009:

Complaints—2859
Inquiries— 2789
Public
Comments—1201
Total = 6849

Complaints by Utility Type in Descending Order:

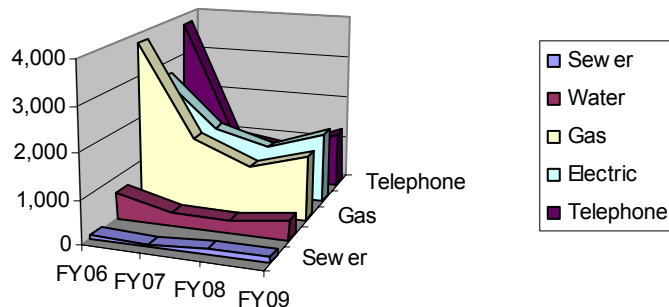
Gas - 1120
Electric - 1072
Telephone - 415
Water - 214
Sewer - 38

Formal Complaint Cases Handled by Consumer Services

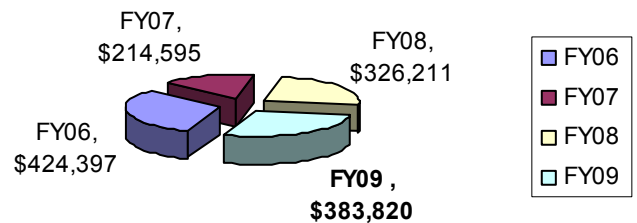
Gas - 8
Electric - 5
Sewer - 2
Total = 15

The Consumer Services Department Saved Consumers = \$383,820

FY2009 Complaints by Utility Type



Consumer Savings



FY 2009 Top Complaint Issues

Gas—Discontinuance of Service, Billing Issues (High Bill, Disputed Bill)

Electric—Discontinuance of Service, Denial of Service, Deposit Requests

Telephone—Major Outages (Ice Storms), Disputed Bill

Water—Discontinuance of Service, Billing (High Bill & Disputed Bill)

Sewer—Disputed Bill